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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I chose Sonic.net as my ISP, intentionally moving away from both AT&T and Comcast for several reasons.

Sonic offers far better customer service with well trained technicians who are truly well trained in their technology!

Both AT&T and Comcast hire people reading from a troubleshooting script, who personally haven't a clue about tech.

But being a techie alone isn't enough. As an organization, Sonic works extensively with local city governments to roll out new gigabit fiber lines, offering improved internet speeds without additional incremental cost to users, depending upon the market. Prior to Sonic's effort in rolling out gigabit fiber, other local major ISP's were seemingly content to offer lesser speeds to users, leading users to believe that fiber was too expensive, etc., and when pushed, they too offered improved speeds, but at much higher prices! To me, it seems Sonic, and other smaller market ISP's help to drive perceived competition, and at the same time push technology forward.

I use my home Sonic internet for video streaming, for home security, for home automation, and for secure internet access both while at home, and while traveling both domestic and abroad. My ISP, Sonic, offers free VPN service, which allows me to more safely access USA services such as banking from a USA based IP, not relying as much on the graces of an international hotspot. Such a VPN service costs extra from other ISP's, but it's included for free with Sonic. I also get unlimited domestic POTS phone calls with included caller ID / call-waiting ID, and free calls to many international destinations as well. The bundled phone service and other added services are just another way my ISP, a better though smaller company, stays ahead of the competition.

I ask that the FCC stand up for keeping the internet Neutral - not self-regulated by bullying nationwide monopolies, and, that smaller ISP's remain an option for users who choose them - without additional fees or penalties.

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